

# Performance Report

## Employment Scorecard



May 2023

### Labor Market Data



Unemployment rate

4,574,349

Labor force



66.5%

Labor force participation rate

13,318

Initial claims

73,148

Continued claims

### Unemployment Insurance

22.2M

Total benefits paid



4,438

Unpaid pending claims<sup>†</sup>



78,836

Pending appeals docket<sup>†</sup>



### Customer Call Center Data

40,358

Total calls handled



16.5min

Average wait time for all calls



### Workforce Services Data



32,883

Customers serviced in Virginia Workforce Connection



3,867

New employment services customers



0

New trade impacted workers enrolled



893

New intensive reemployment customers



372

Veterans with significant barriers to employment served

\$15,995,600



Work opportunity tax credits awarded